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Attorney Docket No. 5670-29

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: David J. Lineman

Application No.: 10/696,098

Group Art Unit: 2171

Filed: October 29, 2003

Confirmation No. 6619

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR MULTI-
PROTOCOL SELF-SERVICE APPLICATION ACCESS

Date: March 4, 2005

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

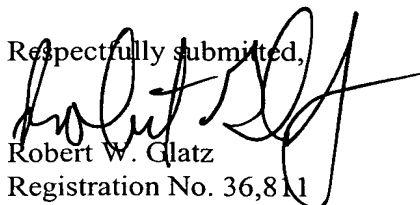
Alexandria, VA 22313-1450

**INFORMATION DISCLOSURE STATEMENT
PURSUANT TO 37 C.F.R. § 1.97(b)**

Sir:

Attached is a Supplemental Form PTO-1449 listing documents cited in the International Search Report for the corresponding International Application Number PCT/US 2004/034380. Each document listed on the attached PTO-1449 was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement. A copy of any listed foreign patent document and/or non-patent literature including the Search Report, is enclosed. A copy of any listed U.S. patent and/or U.S. patent application publication is not provided herewith in accordance with the amendment by the U.S. Patent and Trademark Office of requirements under 37 C.F.R. § 1.98(a)(2)(ii) effective October 21, 2004. It is requested that these documents be considered by the Examiner and officially made of record in accordance with the provisions of 37 C.F.R. § 1.56 and Section 609 of the MPEP. No fee is believed due; however, the Commissioner is hereby authorized to charge any deficiency or credit any refund to Deposit Account No. 50-0220.

Respectfully submitted,



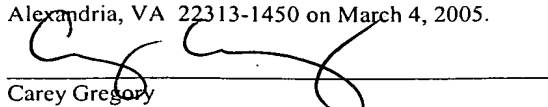
Robert W. Glatz

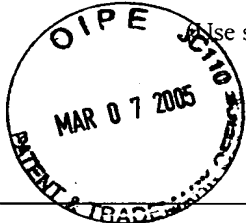
Registration No. 36,811

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Carey Gregory

FORM PTO-1449 U.S. Department of Commerce Patent and Trademark Office				Attorney Docket Number 5670-29		Serial No. 10/696,098	
LIST OF DOCUMENTS CITED BY APPLICANT							
 (Use several sheets if necessary)				Applicants: David J. Lineman			
				Filing Date: October 29, 2003		Group 6619	
U. S. PATENTS & PATENT APPLICATION PUBLICATIONS							
Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date if Appropriate
	1.	2003/0120593	6/26/03	Bansal et al.	705	39	
	2.	2003/065954	4/3/03	O'Neill et al.	713	202	
	3.	5,991,882	11/23/99	O'Connell	713	201	
FOREIGN PATENT DOCUMENTS							
		Document Number	Date	Country	Class	Subclass	Translation Yes No
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
	4.	Clark, Elizabeth, "Making Peace with Passwords", Network Magazine, October 6, 2003, 9 pages.					
	5.	Notification of Transmittal of The International Search Report and The Written Opinion of the International Search Authority, or the Declaration for PCT/US2004/034380, February 22, 2005.					

EXAMINER

*EXAMINER

DATE CONSIDERED

Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.